



LAKE COUNTY DEPARTMENT OF UTILITIES
LAKE COUNTY ADMINISTRATION CENTER
105 MAIN STREET
P.O. BOX 490
PAINESVILLE, OHIO 44077-0490



www.lakecountyohio.org
(440) 350-2645
918-2645
428-4348
Ext. 2645
FAX: 350-2666

Dear Valued Customer,

On behalf of the Lake County Department of Utilities, we welcome you as a customer. Whether you have just moved into Lake County or simply relocated, we hope this informational packet will better acquaint you with our resources and services.

Our vision for customer service involves utilizing today's technology to engage our customers with courteous, quality and timely service.

Please contact Matthew Armand at (440) 350-2750 if you have any questions or concerns. We also encourage you to visit us at <http://www.lakecountyohio.gov/utilities> for more information.

We look forward to working with you and thank you in advance for your confidence in our department.

Sincerely,

Rick Martin
Executive Director
Lake County Department of Utilities



Follow LCDU on Twitter @LCDU_Ohio

Mission Statement

As a public servant, we are obligated to provide the highest quality of service to the citizens of Lake County. This means that contacts with our customers, whether by telephone or face-to-face, are courteous, helpful, and convey confidence in our department. Our mission is to supply safe drinking water to our homes, clean water to our rivers and lakes and prevent unnecessary fill to our land. This will be accomplished by striving to maintain a level of management and operating excellence recognized as the best in the utility industry.

SEWER

SOLID WASTE

WATER

Lake County Department of Utilities

Water and Sanitary Sewer Service

MUNICIPALITY	WATER	SANITARY SEWER
Concord Township (440-354-7500)	Aqua Ohio City of Painesville LCDU	LCDU
Eastlake (440-951-1416)	LCDU	City of Eastlake
Fairport Harbor Village (440-352-3620)	Fairport Harbor Village	LCDU
Grand River Village (440-357-5222)	City of Painesville	LCDU
Kirtland (440-256-3332)	Aqua Ohio	LCDU (portion of city)
Kirtland Hills (440-974-9090)	Aqua Ohio	Septic System
Lakeline Village (440-946-6189)	LCDU	City of Eastlake
Leroy Village (440-254-4601)	Well Water	Septic System
Madison Township (440-428-5128)	LCDU	LCDU
Madison Village (440-428-7526)	Madison Village	Madison Village
Mentor (440-942-8796)	Aqua Ohio	LCDU
Mentor-On-The-Lake (440-257-7216)	Aqua Ohio	LCDU
North Perry (440-259-4994)	LCDU	LCDU
Painesville City (440-352-9301)	City of Painesville	City of Painesville
Painesville Township (440-352-1443)	Aqua Ohio LCDU	LCDU
Perry Township (440-259-5140)	LCDU	LCDU
Perry Village (440-259-2671)	LCDU	LCDU
Timberlake Village (440-942-6460)	LCDU	City of Eastlake
Waite Hill Village (440-942-1612)	Aqua Ohio	Septic System
Wickliffe (440-943-7100)	LCDU	City of Wickliffe
Willoughby (440-951-2800)	LCDU	City of Willoughby
Willoughby Hills (440-946-1234)	LCDU	City of Willoughby Hills
Willowick (440-585-3700)	LCDU	City of Willowick

**LCDU (Lake County Department of Utilities)*

Please contact your respective provider for water and sanitary sewer rates

The Lake County Department of Utilities

105 Main Street

Painesville, OH 44077

(440) 350-2070 or (440) 918-2070

<http://www.lakecountyohio.gov/utilities>

Visit us online:



For an interactive map:





FOR YOUR CONVENIENCE- LCDU NOW ACCEPTING CREDIT CARD, PAY BY PHONE, ECHECK PAYMENTS

(All Major credit cards accepted-VISA,
AMERICAN EXPRESS, DISCOVER, MASTERCARD)

PAY BY PHONE NUMBER-1-888-891-6064

Option 1

2.5% CONVENIENCE FEE- \$2.00 MINIMUM



CONTACT TELEPHONE NUMBERS

NORMAL BUSINESS HOURS: Monday – Friday, 8:00 a.m. – 4:30 p.m.

(closed on holidays)

Customer Service/Billing Inquiries:

(440) 350-2070
(440) 918-2070
(440) 428-4348, Ext. 2070
(440) 350-2064

Waste Water Maintenance (Sewer Backups):

(440) 428-2556 *(Madison)*
(440) 350-3431 *(Mentor)*

Water Maintenance (Leaks/Breaks):

(440) 350-2725 *(Eastern Lake County)*
(440) 918-3416 *(Western Lake County)*

Solid Waste Facility:

(440) 350-2644 or (440) 918-2644

EMERGENCY AFTER-HOURS:

Waste Water Treatment Plant:

(440) 428-1794 *(Madison)*
(440) 350-3431 *(Mentor)*

Water Treatment Plant:

(440) 918-3420 *(Western Lake County)*
(440) 350-2155 *(Eastern Lake County)*
(440) 428-4359 *(Eastern Lake County)*

ALL VEHICLES MUST BE TARPED

LAKE COUNTY SOLID WASTE FACILITY

2039 BLASÉ NEMETH ROAD
PAINESVILLE TWP., OHIO 44077
(440) 350-2644

Solid Waste Facility Superintendent: Tim Gourley (440) 350-2908

HOURS OF OPERATION

Monday	7:00 a.m.–3:30 p.m.
Tuesday	7:00 a.m.–3:30 p.m.
Wednesday	7:00 a.m.–3:30 p.m.
Thursday	7:00 a.m.–3:30 p.m.
Friday	7:00 a.m.–3:30 p.m.
Saturday	9:00 a.m.–1:00 p.m. **

**** Saturdays are reserved for Lake County Residents ONLY with cars and pickup trucks.**

**** NO commercial trucks, dump trucks, stake body trucks or box vans are permitted on Saturday**

HOLIDAY CLOSINGS

The Lake County Landfill will be closed on the following Holidays:

Thursday, January 1, 2015	New Years Day
Monday, May 25, 2015	Memorial Day
Saturday, July 4, 2015	Independence Day
Monday, September 7, 2015	Labor Day
Thursday, November 26, 2015	Thanksgiving Day
Friday, December 25, 2015	Christmas Day
Friday, January 1, 2016	New Years Day

REFUSE: The Lake County Solid Waste Facility will **NOT** accept the following materials:

Demolition Waste:	Solid waste originating from the demolition or razing of buildings, roads and other structures
Liquid/Hazardous Waste:	Paints, chemicals, solvents, automotive fluids, used motor oil, pesticides, batteries
Yard Waste:	Brush, tree branches, stumps, grass, leaves, fire wood, weeds, bushes

LAKE COUNTY FEES: **Cash or Check ONLY. No Credit or ATM Cards Accepted!**

(No rims on tires, limit 6 per residence)

\$32.00 per ton/dumping in the building	Car Tires	\$3.00 ea.
\$30.00 per ton/dumping in the landfill	Truck Tires	\$5.00 ea.
(Ask for out of county rates)	Appliances	\$5.00 ea.

YARD WASTE: **The Landfill does NOT accept any yard waste.**

-- 2015 --

LAKE COUNTY SOLID WASTE MANAGEMENT DISTRICT RESIDENTIAL SPECIAL COLLECTIONS EVENTS

EVENT	DATE	TIME	LOCATION
Computer Collection	April 25th (Note: site set-up is April 24 th)	9 am – 1 pm	HELD IN FAIRGROUNDS COMMERCIAL BUILDING
Scrap Tire Collection	May 2nd (Note: site set-up is same day)	8 am – 1 pm	Enter via Mentor Ave HELD AT SOUTH END OF FAIRGROUNDS
Household Hazardous Waste Collection	June 6th (Note: site set-up is June 5 th)	9 am – 3 pm	HELD AT SOUTH END OF FAIRGROUNDS
Household Hazardous Waste Collection	September 26th (Note: site set-up is September 25 th)	9 am – 3 pm	HELD AT SOUTH END OF FAIRGROUNDS



SCHEDULE FOR 2015

Prepared by Mr. Tim Gourley, Lake County Solid Waste District Coordinator 10/23/2014

For inquiries please contact:

Tim Gourley at 440-350-2908 or Tim.Gourley@lakecountyohio.gov

-or-

Matt Armand at 440-350-2750 or Matt.Armand@lakecountyohio.gov

LEAK DETECTION TIPS

The Lake County Department of Utilities



Often times, the biggest culprit of a high water bill comes from water leaks that go undetected. You may not even know that you have a leak, because not all leaks are visible—far too often they may be underground, concealed or silent. And some leaks may be occurring every day before your very eyes. Have you ever noticed that dripping faucet or spigot? Did you know that a slow drip from a faucet may waste up to 15-20 gallons of water per day? Or what about that toilet that always seems to be running? A leaky toilet wastes between 300 gallons (slow leak) and 60,000 gallons (running toilet) per month. And an unattended leak can worsen and cause significant damage to your property, not to mention a very expensive water bill. Since most leaks are metered, below are some tips to help you detect a suspected leak:

STEP 1: Locate your water meter. If it is inside your home, it can typically be found in your basement or crawl space. If your meter is located outside, you should not attempt to open the vault lid; rather, call The Lake County Department of Utilities to check for possible leaks.



STEP 2: Turn off all faucets and appliance that use water.



STEP 3: Most meters have a small red dial known as a leak indicator (note the red dial in the right corner of the illustration to the left). When the water is off, this dial should not be moving. If it is moving when the water is off, this is an indication you may have a leak. Another approach is to observe the dials on the meter. Typically you will have a straight-reading meter, which resembles an odometer in a car. If the dials on the meter are moving after the water has been turned off, this is another sign you have a leak. Ideally, it is best to check the reading on your water meter, wait a couple of hours, and then check the reading again to see if digits have moved. It is important to remember not to use any water during this period of time. If you have an outdoor meter, please do not attempt to open the vault lid to check you meter; rather, contact the Lake County Department of Utilities, and a service representative will be sent out to your property.

Once you determined you have a leak, now it is time to identify the source. Usually, the biggest offenders are faucets, toilets, dishwashers, washing machines, refrigerators with ice makers and water dispensers, pools and spas, sprinkler systems, old valves, pipe joints, and worn plumbing fixtures. Although the exact location of a leak may not always be immediately obvious, signs to look for are wet, warped or discolored stains on your ceilings, floors, walls, and woodwork. Also, pay close attention to any portions of your yard or driveway with puddles that never seem to dry up—this can indicate an underground leak.

Replacement parts and repair kits can be inexpensive and are available at most home improvement stores. If you do not feel comfortable performing the repair yourself, it is recommended to contact a trusted plumber. Even if you do not suspect a leak, consider using the above approach a couple times a year just to be sure.

Please contact The Lake County Department of Utilities at (440) 350-2070 or (440) 918-2070 if you have any questions.

Always remember, catching a leak early on can save a lot of water and money from going down the drain!

Check us out at <http://www.lakecountyohio.gov/utilities>, and follow us on Twitter @LCDU_Ohio

Proper Disposal of Fats, Oils & Grease (FOG)

Lake County Department of Utilities



Do you enjoy sanitary sewer backups in your home? We didn't think so! Not only are backups unpleasant and costly, but they can also pose environmental and health risks. One way to minimize possible backups into your home is to avoid pouring FOG down your drain.

What is FOG?

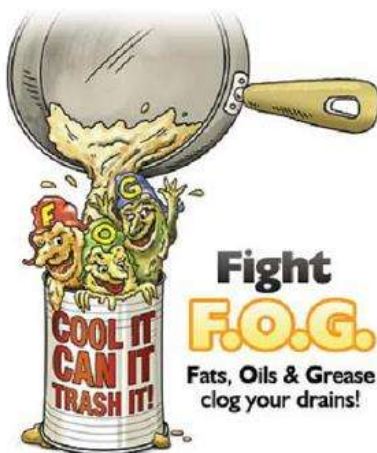
Fats, Oils, and Grease (**FOG**) come from meats, butter, margarine, cooking oil, lard, dressings, food scraps, sauces, gravy, and dairy products. Every day people dispose of these by pouring them down their drains and clogging up their pipes. Eventually, this can lead to costly sanitary backups in their homes as well as to the public sewer system.

Why is FOG a Problem?

When FOG goes down the drain it hardens and causes sewer pipes to clog. This typically happens more often during winter months when the weather becomes colder. If this happens, there's a high risk that sewage may back up and "overflow" into your home, yard, neighborhood and streets. This may result in an expensive and unpleasant cleanup that often has to be paid by the homeowner. The good news is there are some very simple tips that can be taken to minimize potential problems.



What are the DO's and DONT'S regarding FOG disposal?



DO: Collect grease in a container (coffee can, tuna can or any other sealed container that will not burn or melt), wait for it to cool and harden, then dispose of it in the trash



DO: Scrape excess grease and food scraps into the trash



DON'T: Pour fats, oils, or grease down the drain



DON'T: Use the garbage disposal for greasy or oily food scraps



DON'T: Rely on hot water and detergent to dissolve grease. They only remove grease from your plates, but the grease still goes down the drain where it can harden and cause blockages.

What NOT to Put Down the Toilet, Drains & Garbage Disposal

The Lake County Department of Utilities



In order to prevent sanitary sewer blockages, please avoid disposing of the following items down your toilet, sink, drainpipe or garbage disposal:

- fats, oils, lard, butter & grease from cooking, cars, & lawnmowers
- coffee grounds, egg shells, chicken bones & pasta
- produce stickers & clothing labels
- disposable diapers & baby wipes
- feminine hygiene products
- paper towels & cotton swabs
- flushable cat litter & aquarium gravel
- disposable/flushable toilet brushes
- ALL items marked as "flushable," other than toilet paper
- vegetables & fruits with seeds, pits & cores

- rags & sponges
- toys
- condoms, rubber & latex items & cigarette butts
- hair, needles & syringes
- bag/wrappings, cardboard & any plastic items
- motor oil, transmission fluids, anti-freeze or other toxic chemicals
- solvents, paints, turpentine, nail polish & polish remover
- flammable or explosive substances
- corrosive substances that are acidic
- prescription & over-the-counter medications

Any solid matter you put down the toilet, garbage disposal, or drainpipe may potentially cause blockages in both the public sewer or your own private drains. This may lead to:

- Raw sewage overflowing in your home, your neighbors home, yards, parks & streets
- An expensive and unpleasant cleanup
- Potential contact with disease-causing organisms
- An increase in operation and maintenance costs for local sewer departments, which can lead to higher sewer bills for customers
- Threats to the environment

Private laterals (the part of the drainage network between your home and the public sewer) are narrow pipes and sometimes have bends in them where solid objects can lodge and cause blockages. It is the responsibility of the homeowner to maintain the private laterals. It is always recommended to properly dispose of waste by means of composting, recycling or your garbage receptacle.

Winter Tips to Prevent Pipes From Freezing

Lake County Department of Utilities



With winter beckoning and frigid temperatures around the corner, it's critical to take precautionary measures to prevent your pipes from freezing and breaking. Broken pipes are no fun, and can lead to very costly repairs. For your convenience, below are some quick and easy tips to help prevent pipes from freezing:

- If you have a lawn sprinkler system, drain the water from your sprinkler supply lines
- Disconnect and drain outdoor hoses
- Close inside valves that supply outdoor spigots, open the outside spigot valves, and allow any remaining water in the pipes to drain
- Cover and insulate any outside faucets
- Insulate any pipes that are located in unheated areas (crawl spaces, attics, garages, pipes located against exterior walls)
- Consider wrapping pipes in unheated areas with electric heating tape
- Keep garage doors closed if there are water supply lines located in the garage
- Allow a trickle of water to run from any faucets that have pipes located along exterior walls; the constant flow of water will help prevent sitting water in the pipes from freezing
- Keep the thermostat set to a reasonable temperature at all times, even at night

If you are planning a trip, or are away from your home for extended periods during the winter months, be careful how much you lower your heat. Although you will save money on your heating bill, it can also cause pipes to freeze and burst.

The best approach is to turn your water off at the main shut-off valve, then open all your faucets to drain any extra water in the pipes. By clearing all water out of the pipes, it reduces the possibility for water inside to freeze and expand. Knowing the location of the meter shut-off valve, and making sure it is operable is even beneficial for non-weather related emergencies when the water to your home needs to be turned off. In the event of a broken pipe, this valve will allow you to turn the water to your house off before any additional damage occurs. The shut-off valve is usually located where the water line comes into your house from the street, and is typically before the water meter.

If a frozen pipe is detected, use an electric hair dryer or portable space heater to help thaw the pipe. Never use a blowtorch or other flammable devices.

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